

Care Management/Health Homes

What is a Health Home?

New York State's Health Home model is a care management service model whereby all of the individual's providers communicate with one another so that all of a client's needs are addressed in a comprehensive manner. This is done through a care manager who oversees and provides access to all of the services an individual needs to assure that they receive everything necessary to become and to stay healthy, out of the emergency room, and out of the hospital. PFCS is contracted with Hudson Valley Care Coalition (HVCC) and the Hudson River Health Care/Community Health Care Collaborative (HRHC/CCC) Health Homes to provide Care Management services.

Who are Care Management/Health Home Services for?

If you have Medicaid and have more than one chronic illness, including a behavioral health diagnosis, you may be assigned to a Health Home by New York State. Your Health Home may have referred you to PFCS's Care Management program. You may be eligible for Health Home services under New York State guidelines if you have two chronic conditions or one single qualifying condition (HIV/AIDS or a diagnosis of a Serious Mental Illness (SMI)). Substance abuse disorders are considered chronic conditions and do not by themselves qualify an individual for health home services. If you are assigned to a Health Home, you will be contacted by a Care Manager. The Care Manager will explain how the Health Home can benefit you, your rights, and your choices about enrolling in a Health Home.

What does the Health Home model mean for you?

PFCS's Care Managers are specifically trained to help you with all of your health care needs. Health home services include: comprehensive care management, health promotion, transitional care including appropriate follow up from inpatient to other settings, client and family support, referral to community and social support services. Each individual will have a care plan which is created specifically to address their health needs – all of their health needs - including behavioral health and physical health. Your care manager will help you obtain the services you need including seeing medical specialists when necessary and obtaining social supports such as housing. Your care manager will work with you to help you follow through on recommendations to improve your health and wellness and to manage your illnesses.

This information has been adapted from the NYS Department of Health web site. [Please visit that site for more information.](#)